National Endowment for the Arts

Plain Writing Act Compliance Report

August 12, 2011

I. **Senior Agency Official for Plain Writing:**

    a. Name of Senior Agency Official responsible for Plain Writing:

        Donald Ball, Assistant Director—Publications, Public Affairs

    b. Names of Plain Language Coordinators within the agency:

        Paulette Beete, Senior Writer/Editor, Public Affairs

        David Low, Web Manager, Public Affairs

II. **Explain what specific types of agency communications have you released by making them available in a format that is consistent with the Plain Writing guidelines.**

Type of communications of document or posting. List how this is made available to the public	Who is the intended user and approximate number of potential users	What has changed by using Plain Writing
Grant guidelines. These guidelines are available on www.arts.gov	The intended users are any employees at not-for-profit arts and culture organizations whose duties include applying for federal grants funds. The user pool also includes individual creative writers and literary translators.	We feel that our current grant guidelines already meet the requirements for plain writing. We are also, however, initiating a review of all grants-related documents with staff from our Grants and Guidelines offices that will be completed by the end of calendar year 2011. Appropriate staff from the Grants and Guidelines offices will receive Plain Language Act training as coordinated by the Office of Human Resources by the end of calendar year 2011.

Public Affairs documents, including press releases, statements from senior agency officials, publications, and online content. This content is available on our website. Items such as press releases and some publications are also available in hard copy upon request.	The intended users are members of the general public and the media. There are an unlimited number of potential users.	We feel that our current documents and publications already meet the requirements for plain writing. All Public Affairs staff will receive Plain Language Act training as coordinated by the NEA Office of Human Resources by the end of calendar year 2011.
Reports, notes, and other publications created by the NEA Office of Research and Analysis. This content is available for download from our website. Some research publications are also available in hard copy.	The primary users of these publications are researchers. Secondary users include the general public, and members of the media. There are an unlimited number of potential users.	Staff from the Office of Public Affairs will work with the Office of Research and Analysis on revising forthcoming research publications so that they adhere as much as possible to the Plain Language checklist. As these documents are intended for a specialized audience a certain percentage of industry-specific jargon is expected to appear in each document. Selected members of the Research staff will receive Plain Language training as coordinated by the Office of Human Resources by the end of calendar year 2011.

III. **Inform agency staff of Plain Writing Act's requirements:**

    a.   Information on the Plain Language Act is posted on the Public Affairs intranet page for all NEA employees to access, as well as resources and online training

b. Staff has received an all-agency e-mail about the Plain Language Act and the resources and training opportunities available

IV. Training

a. Agency provided the following trainings:

Type of Training	Number of employees trained	Date
In house (agency Staff or contractor)	None	
PLAIN provided training –	Training will be scheduled for the Public Affairs, Research, Grants, Guidelines, and Human Resources offices by the end of the year. In addition, training opportunities will be made available to the rest of the NEA staff.	To be scheduled
Webinars	N/A	
Online training	Online training found on the PLAIN website will be made available to NEA staff through the agency intranet site.	8/12/11

V. Ongoing compliance/ sustaining change

a. Name of agency contact for compliance issues: Paulette Beete, Plain Language Act Coordinator

b. Documenting and reporting use of plain writing in agency communications: Members of the Public Affairs staff, including the Plain Language Act Coordinators, will review all new agency documents intended for public use to

insure that they meet the requirements outlined in the Plain Language checklist. We will update the NEA Plain Language Agency Compliance Report according to the schedule outlined in the compliance requirements.

c. Any new employees whose job duties include writing public documents will receive Plain Language Act training as coordinated by the NEA Office of Human Resources. If an existing employee's duties change to include writing public documents, this employee will also receive Plain Language Act training as coordinated by the NEA Office of Human Resources.

VI. Agency's plain writing website

a. NEA Plain Writing web page: http://www.arts.gov/open/Plain-language.html

b. Contact us information: plainlanguage@arts.gov, found on the NEA Plain Writing web page.

c. Implementation of the Act

  i. Documents covered by the Act: Grant guidelines; documents generated by the Public Affairs office, including press releases, statements from the NEA chairman, publications, and content for NEA website and any associated social media platforms; publications from the NEA Office of Research and Analysis.

  ii. Timeline: Our compliance report is being made available on 8/12/11. By the end of October we plan on having all staff who regularly deal with agency communications (Public Affairs, Research, Grants, Guidelines, Human Resources) trained in plain language practices, and will have offered training to all NEA staff. In addition, we will make available resources and online training for all staff. By October we will ensure that all new documents are written in plain language. We will continue to monitor our progress during the following year.

d. Link to Compliance reports is found on the NEA Plain Writing web page.

e. Link to the Plain Writing website is found on the NEA Plain Writing web page.

VII. Customer Satisfaction Evaluation after Experiencing Plain Writing Communications

On the Plain Writing page of our website, we will post any public comments regarding Plain Language usage in our documents and agency responses—including updated documents—as appropriate. This information will also be available in hard copy upon request.